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June 23, 2011

Marlene H. Dortch

Secretary

Federal Communication Commission

455 12<sup>th</sup> Street, SW

Washington, DC 20554

Re: WC Docket No. 11-42 Lifeline and Link Up Reform and Modernization; CC Docket No. 96-45 Federal-State Joint Board on Universal Service; WC Docket No. 03-109 Lifeline and Link Up

**Notice of Ex Parte Presentation**

Dear Ms. Dortch:

On June 22, 2011 the following Consumer Groups: Jennifer Brandon, Executive Director of Community Voice Mail National and Olivia Wein, Staff Attorney with National Consumer Law Center had a meeting with Jamie Susskind, Jonathan Lechter, Graham Dufault, and Cindy Spiers of the Wireline Competition Bureau, TAPD.

During this ex parte meeting, Consumers Group talked about the vital role that Lifeline and LinkUp play in the lives of low-income people and raised issues consistent with the positions taken in their comments and reply comments filed in this proceeding:

- The one-phone-per-address issue bars otherwise eligible people from receiving Lifeline and LinkUp services, especially those who are homeless and/or temporarily housed.
- This is a significant population and arguably one that Lifeline policy would benefit most. According to the recently released 2010 Annual Homeless Assessment Report to Congress 1.59M people experienced homelessness during the 2010 fiscal year. See <http://www.hudhre.info/documents/2010HomelessAssessmentReport.pdf> )
- Consumers Group discussed alternate models for eligibility, including use of collateral contacts (agency service providers) to verify identification.

Consumers Group discussed with staff the issue of creating a national database to determine duplication of services. Consumers Group is deeply concerned that:

- Numerous policy issues need to be clarified as part of the design process including timelines, notification, consumer education, portability of Lifeline status, and a dispute resolution process.

- Those issues should be resolved by a sufficiently diverse group of stakeholders in order to avoid unintended barriers to enrollment by eligible persons.
- Consumers Group urged staff to reference the experience of the CA Lifeline program, citing General Order 153. (see CA Public Utilities Commission at [www.cutc.ca.gov](http://www.cutc.ca.gov) )

Respectfully submitted,

Jennifer Brandon,  
Executive Director, Community Voice Mail National  
On behalf of the Consumer Groups  
cc: Jaime Susskind  
Jonathan Lechter  
Graham Dufault  
Cindy Spiers  
Olivia Wein  
Ellis Jacobs  
Patrick Cicero